

LaDiamond Kidd
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Summary of Qualification

Front-end Software Engineer with experience in building dynamic functionality. Proven track record in customer service and Salesforce administration, leveraging technical expertise to design and implement intuitive solutions that optimize user experience and drive business value. Skilled in HTML, CSS, JavaScript, Express.js, and various APIs.

SKILLS

JavaScript	Express.js	Functional Programming	DOM manipulation
PostgreSQL	Node.js	Object Oriented Programming	JSON

RELEVANT EXPERIENCE

Clinical Data Administrator / Software Engineer, Roots Community Health Center, Oakland, CA

- Transformed a 150-question Google form into a dynamic, multi-step experience using HTML, CSS, JavaScript, and Express.js, connected to a Postgres database system, resulting in a decreased 20% completion time, increased completion rates by 15%, and reduce user fatigue.
- Developed an interactive heat map layer using HTML, Google Maps JavaScript API, and Google Maps Geocode API. This layer visualizes an array of street addresses, enhancing user understanding of location distribution and promoting data-driven decision-making.

EMPLOYMENT HISTORY

Software Engineer Apprentice, IBM, San Francisco, CA

- Utilized testing frameworks including Jest, Mocha, and qUnit to implement rigorous testing protocols, ensuring seamless integration of new application features. Lowered the risk of introducing bugs to existing code, fostering a reliable and stable software environment.
- Developed a robust mock application utilizing the Netflix API, empowering users to seamlessly create profiles and engage in dynamic stock trading functionalities.

Office Manager, H&R Block, Oakland, CA

- Achieved surpassing revenue goals by strategically identifying and implementing small, achievable goals for the team, coupled with hosting routine check-ins, team members were empowered to share successes and areas for improvement. This proactive approach not only facilitated continuous improvement but also fostered a collaborative environment conducive to identifying growth opportunities.
- Elevated customer satisfaction by 15% through a customer-centric approach. Addressed all customer complaints with empathy, employed active listening techniques, and provided swift responses. This commitment to understanding and promptly resolving customer concerns contributed to a notable improvement in overall satisfaction levels.

CERTIFICATIONS

IBM Software Engineer Apprenticeship Certification (2023)

Slack Administrator Certification (2023)

Salesforce Administrator Certification (2022)

